

**WHAT IS CLAIMED IS:**

1. A method of communicating between a first user having a first communication device and a second user having a second communication device using a communication control system over a communication network, wherein the communication control system provides a plurality of communication options, the method comprising the steps of:

the communication control system receiving from the first communication device a request indicating that the first user has requested contacting the second user through the communication network using a first communication option from the plurality of communication options;

the communication control system interfacing with the second communication device to determine whether the second communication device is available to communicate using the first communication option;

the communication control system checking transmission delay of the communication network to determine whether an optimum communication may be achieved using the first communication option; and

the communication control system communicating with the second communication device using a second communication option if the first communication option is not feasible due to the transmission anomaly being over a predetermined levels.

2. The method of claim 1, wherein the communication control system provides a web site with a search engine to provide information pertaining to the second user including the plurality of communication options to contact the second user.

3. The method of claim 1, wherein the communication control system comprises a unified messaging service to store at least one of voice and digital data to be accessed by the second user at a later time.

4. The method of claim 1, wherein the plurality of communication options comprises audio communication, chatting, e-mail and fax.

5. The method of claim 1, wherein the transmission anomaly includes transmission delay and delay jitter.

6. The method of claim 5, wherein the transmission anomaly is present when the transmission delay is over approximately 150 ms and the delay jitter is over approximately 50 ms.

7. The method of claim 1, wherein the first and the second communication devices are at least one of IP phone, analog telephone and computer.

8. The method of claim 7, wherein the analog telephone is connected to the communication network through a media gateway.

9. The method of claim 1, further comprising the communication control service providing a reservation service capable of being displayed on and chosen by the first user using the first communication device.

10. The method of claim 1, wherein the first communication option is a voice communication and the second communication option is chatting.

11. The method of claim 1, wherein while communicating using the second communication option, the communication control service switches to the first communication option if the first communication option becomes feasible due to the transmission anomaly being below the predetermined levels.

12. The method of claim 1, wherein while communicating using the second communication option, the communication control service informs the first user of availability of the first communication option if the first communication option becomes feasible due to the transmission anomaly being below the predetermined levels.

13. A communication control system for communicating between a first user having a first communication device and a second user having a second communication device over a communication network, the communication control system comprising:

a communication option module executable in the communication control system to provide a plurality of communication options to the first user;

a first user interface module executable in the communication control system to respond to requests received from the first communication device;

the communication option module for selecting a first communication option from the plurality of communication options in response to a request received from the first communication device;

a transmission status check module for determining whether a transmission anomaly of the communication network is over predetermined levels;

the communication option module for selecting a second communication option if the transmission status check module determines that the transmission anomaly is over the predetermined levels; and

a second user interface module executable in the communication control system to interface with the second communication device through a communication option determined by the communication option module.

14. The communication control system of claim 13, wherein the communication control system provides a web site with a search engine to provide information pertaining to the second user including the plurality of communication options to contact the second user.

15. The communication control system of claim 13, wherein the communication control system comprises a unified messaging service to store at least one of voice and digital data to be accessed by the second user at a later time.

16. The communication control system of claim 13, wherein the plurality of communication options comprises audio communication, chatting, e-mail and fax.

17. The communication control system of claim 13, wherein the transmission anomaly includes transmission delay and delay jitter.

18. The communication control system of claim 17, wherein the transmission anomaly is present when the transmission delay is over approximately 150 ms and the delay jitter is over approximately 50 ms.

19. The communication control system of claim 13, wherein the first and the second communication devices are at least one of IP phone, analog telephone and computer.

20. The communication control system of claim 19, wherein the analog telephone is connected to the communication network through a media gateway.

21. The communication control system of claim 13, further comprising the communication control service providing a reservation service capable of being displayed on and chosen by the first user using the first communication device.

22. The communication control system of claim 13, wherein the first communication option is voice communication and the second communication option is chatting.

23. The communication control system of claim 13, wherein while communicating using the second communication option, the communication option module switches to the first communication option if the first communication option becomes feasible due to the transmission anomaly being below the predetermined levels.

24. The communication control system of claim 13, wherein while communicating using the second communication option, the communication option module informs the first user of availability of the first communication option if the first communication option becomes feasible due to the transmission anomaly being below the predetermined levels.

25. A communication system for communicating between a first user and a second user through a communication network, the communication system comprising:

a first communication device operable by the first user connected to the communication network;

a second communication device connected to the communication network;

a communication control system connected to the communication network comprising:

a communication option module executable in the communication control system to provide a plurality of communication options to the first user;

a first user interface module executable in the communication control system to respond to requests received from the first communication device;

the communication option module for selecting a first communication option from the plurality of communication options in response to a request received from the first communication device;

a transmission status check module for determining whether a transmission anomaly of the communication network is over predetermined levels;

the communication option module for selecting a second communication option if the transmission status check module determines that the transmission anomaly is over the predetermined levels; and

a second user interface module executable in the communication control system to interface with the second communication device through a communication option determined by the communication option module.